

Recovery Oriented System Indicators (ROSI) Survey

FY 2011 ROSI Survey Results

Virginia Department of Behavioral Health
and Developmental Services

September, 2011

FY 2011 ROSI Survey Method

- In Fiscal Year 2011, all 40 CSBs conducted the ROSI survey with 3,609 adult service recipients of mental health services.
- 24 CSBs – used online version (n=2,067)
- 16 CSBs – used paper version and local data entry (n=1,542)

Respondents by Category (n=3,609)

Gender	Number	Percent		Age Groups	Number	Percent
Male	1,812	50		Ages 1-17	17	.5
Female	1,641	45		Ages 18-34	772	21
Missing	156	4		Ages 35-64	2,301	64
				Ages 65+	155	4
				Missing	364	10
Time in Treatment	Number	Percent		Education	Number	Percent
Less than 1 year	339	9		Less than High School	711	20
1 to 2 years	381	11		High School/GED	1,536	43
3 to 5 years	544	15		College/Technical Training	873	24
More than 5 years	2,102	58		Graduate School	174	5
Missing	243	7		Other	103	3
				Missing	212	6
Racial Groups	Number	Percent		Hispanic	Number	Percent
American Indian/ Alaska Native	78	2		Not Hispanic	2,630	73
Asian	38	1		Hispanic	148	4
Black or African American	1,198	33		Missing	831	23
Hawaiian / Pacific Islander	10	.3				
White/Caucasian	1,879	52				
More than one race	95	3				
Other	93	3				
Missing	218	6				

Survey Analysis

- Using MS Access and SPSS
 - Average scores from 1 to 4
 - 1 = strongly disagree
 - 2 = disagree
 - 3 = agree
 - 4 = strongly agree
 - % responding
 - Yes = agree or strongly agree
 - No = disagree or strongly disagree
 - N/A = does not apply to me
 - Blank = no response

8 ROSI Recovery Domains Ranked

Average Score / 4 = Grade

- Formal Service Staff $3.373 / 4 = 84.3$
 - Formal Services $3.352 / 4 = 83.8$
- Social Relationships $3.330 / 4 = 83.2$
 - Choice $3.245 / 4 = 81.1$
- Basic Material Resources $3.068 / 4 = 76.7$
 - Meaningful Activities $3.040 / 4 = 76.0$
 - Peer Support $3.032 / 4 = 75.8$
 - Self/Holism $2.939 / 4 = 73.5$

Findings: Formal Service Staff

Formal Service Staff – Avg. Score = 3.37

– *the critical roles formal service staff play in helping or hindering the recovery process roles*

% 'Yes': Survey Item (average score)

- 89%: Staff respect me as a whole person. (3.36)
- 84%: Staff treat me with respect regarding my cultural background. (3.60)
- 83%: Staff listen carefully to what I say. (3.50) ★
- 82%: Staff believe that I can grow, change and recover. (3.51)

★ = Improvement of 2 or more percentage points over FY 2010

Findings: Formal Service Staff

Formal Service Staff continued

% 'Yes': Survey Item (average score)

- 78%: Staff see me as an equal partner in my treatment program (3.39) ★
- 73%: My treatment plan goals are stated in my own words. (3.30) ★
- 23%: Staff lack up-to-date knowledge on the most effective treatments. (1.83)
- 17%: Staff do not understand my experience as a person with mental health problems. (1.89) ★

★ = Improvement of 2 or more percentage points over FY 2010

Findings: **Formal Services**

Formal Services – Avg. Score = 3.35

- *the systems' culture, organization, structure, funding, access, choice, quality, range, continuity and other characteristics can help or hinder the process of recovery*

% 'Yes': Survey Item (average score)

- 81%: Mental health staff support my self-care or wellness. (3.45)
- 77%: The doctor worked with me to get on medications that were most helpful for me. (3.48)
- 77%: Mental health staff help me build on my strengths. (3.36)
- 74%: I have information and/or guidance to get the services and supports I need. (3.32) ★
- 67%: I can see a therapist when I need to. (3.26)

★ = Improvement of 2 or more percentage points over FY 2010

Findings: **Formal Services**

Formal Services continued

% 'Yes': Survey Item (average score)

- 49%: My family gets the education or supports they need to be helpful to me. (2.91)
- 16%: I cannot get the services I need when I need them. (1.87)
- 13%: The mental health staff ignore my physical health. (1.80)
- 11%: Mental health services have caused me emotional or physical harm. (1.70)
- 5%: Staff use pressure, threats or force in my treatment. (1.23)

Findings: **Social Relationships**

Social Relationships – Avg. Score = 3.33

– *the roles social and personal relationships play in facilitating recovery*

% ‘Yes’: Survey Item (average score)

- 91%: There is at least one person who believes in me. (3.45)
- 22%: I do not have the support I need to function in the roles I want in my community. (2.01)★
- 11%: Mental health staff interfere with my personal relationships. (1.42)

Findings: Choice

Choice – Avg. Score = 3.24

- *having choices, as well as support in the process of making choices, regarding housing, work, social, service, treatment as well as other areas of life facilitate recovery*

% ‘Yes’: Survey Item (average score)

- 79%: Staff give me complete information in words I understand before I consent to treatment or medication. (3.45) ★
- 69%: I have a say in what happens to me when I am in crisis. (3.26) ★
- 66%: My right to refuse treatment is respected. (3.26) ★
- 22%: I do not have enough good service options to choose from. (2.02) ★

★ = Improvement of 2 or more percentage points over FY 2010

Findings: Basic Material Resources

Basic Material Resources – Avg. Score = 3.07

– (recovery from mental illness is incumbent on basic material resource needs being met).

% ‘Yes’: Survey Item (average score)

- 82%: I have a place to live that feels like a comfortable home to me (3.25)
- 77%: Staff stood up for me to get the services and resources I needed (3.42)
- 72%: Mental health services helped me get medical benefits that meet my needs. (3.17)

Findings: Basic Material Resources

Basic Material Resources continued

% 'Yes': Survey Item (average score)

- 65%: I have reliable transportation to get where I need to go. (3.09)
- 61%: I have housing that I can afford. (3.14) ★
- 50%: Mental health services helped me get housing in a place I feel safe. (2.96)
- 47%: I have enough income to live on. (2.43)

Findings: Peer Support

Peer Support – *Avg. Score = 3.03*

– *peer support and consumer operated services in a myriad of forms facilitate recovery*

% ‘Yes’: Survey Item (average score)

- 76%: I am encouraged to use consumer-run programs (e.g., support groups, drop-in centers, etc.) (3.20)
- 49%: There was a consumer peer advocate to turn to when I needed one. (2.90)
- 47%: There are consumers working as paid employees in the mental health agency where I receive services. (2.98)

Findings: Meaningful Activities

Meaningful Activities – Avg. Score = 3.04

- *(work, education, voluntary and/or group advocacy activities that are meaningful to the individual facilitate recovery).*

%‘Yes’: Survey Item (average score)

- 80%: Staff encourage me to do things that are meaningful to me. (3.39) ★
- 51%: I have a chance to advance my education if I want to. (2.93) ★
- 26%: Mental health services helped me get or keep employment. (2.51)

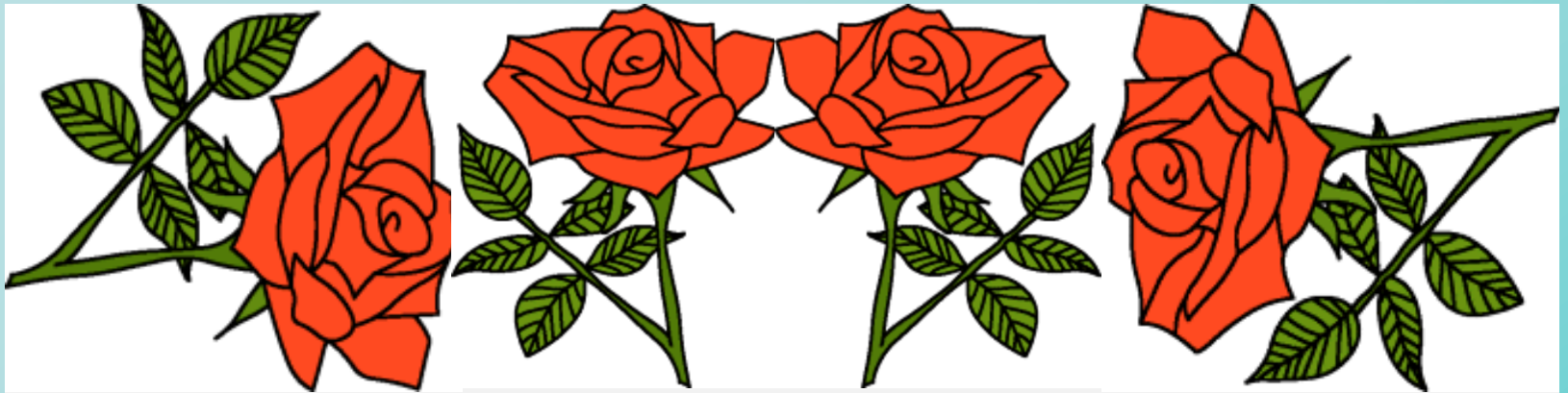
Findings: **Self/Holism**

Self/Holism – Avg. Score = 2.94

- *characteristics that relate to one's sense of self, such as self-reliance, as well as having a holistic and human rights focus can facilitate recovery and other such characteristics, such as low self-esteem, can hinder recovery*

% 'Yes': Survey Item (average score)

- 79%: Services help me develop the skills I need. (3.11)
- 37%: Mental health services led me to be more dependent, not independent. (2.29)
- 22%: I lack the information or resources I need to uphold my client and basic human rights. (2.00)



Recovery Oriented System Indicators (ROSI) Survey

ROSI Score Comparisons

What are the characteristics of
respondents who rate their CSB
above the average score?

All Domains Average Score = 3.19

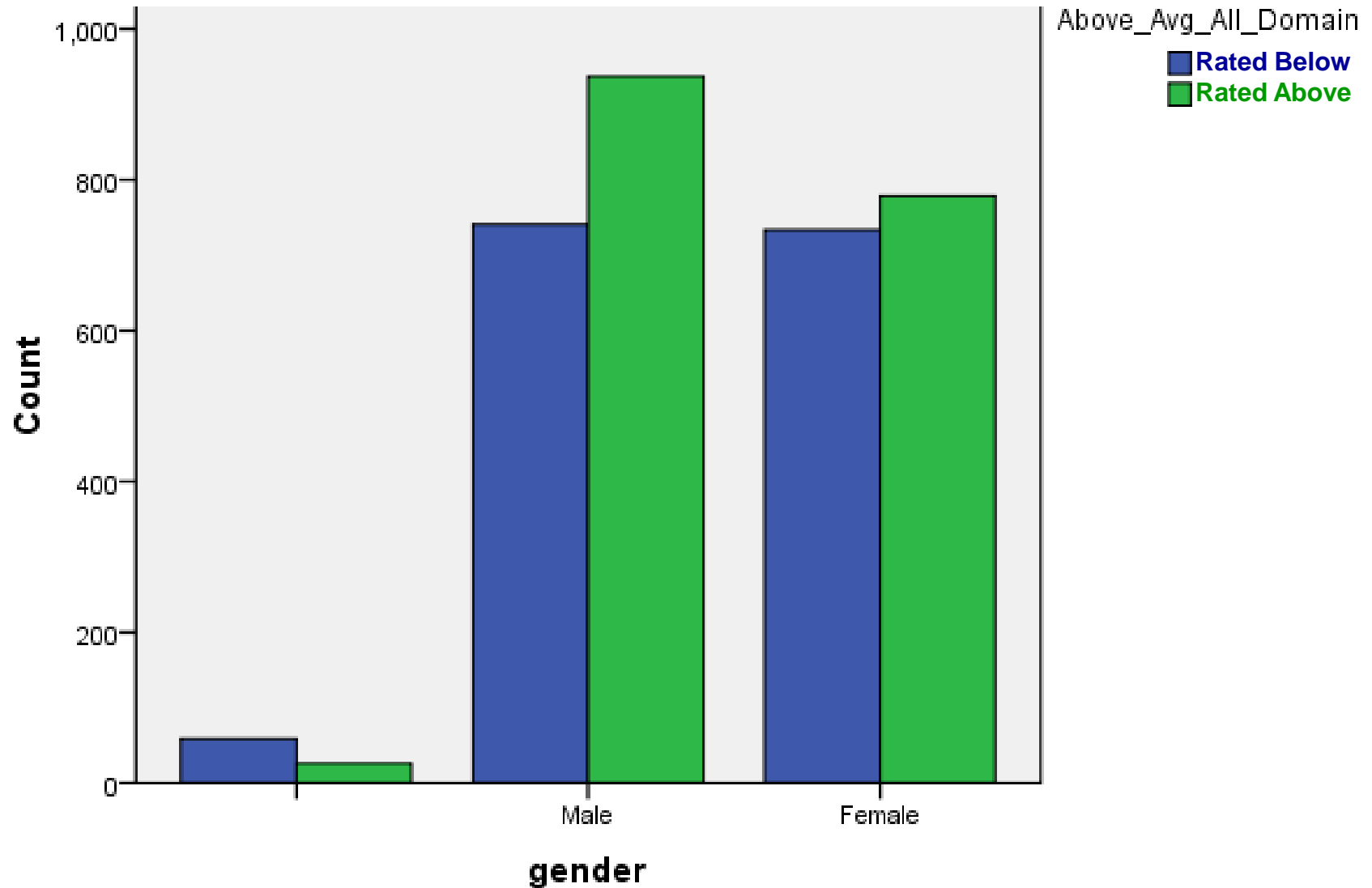
53% scored their CSB's recovery orientation above this average score (n=3,276)

% Scoring above average: significant differences by gender, race, community, and housing type

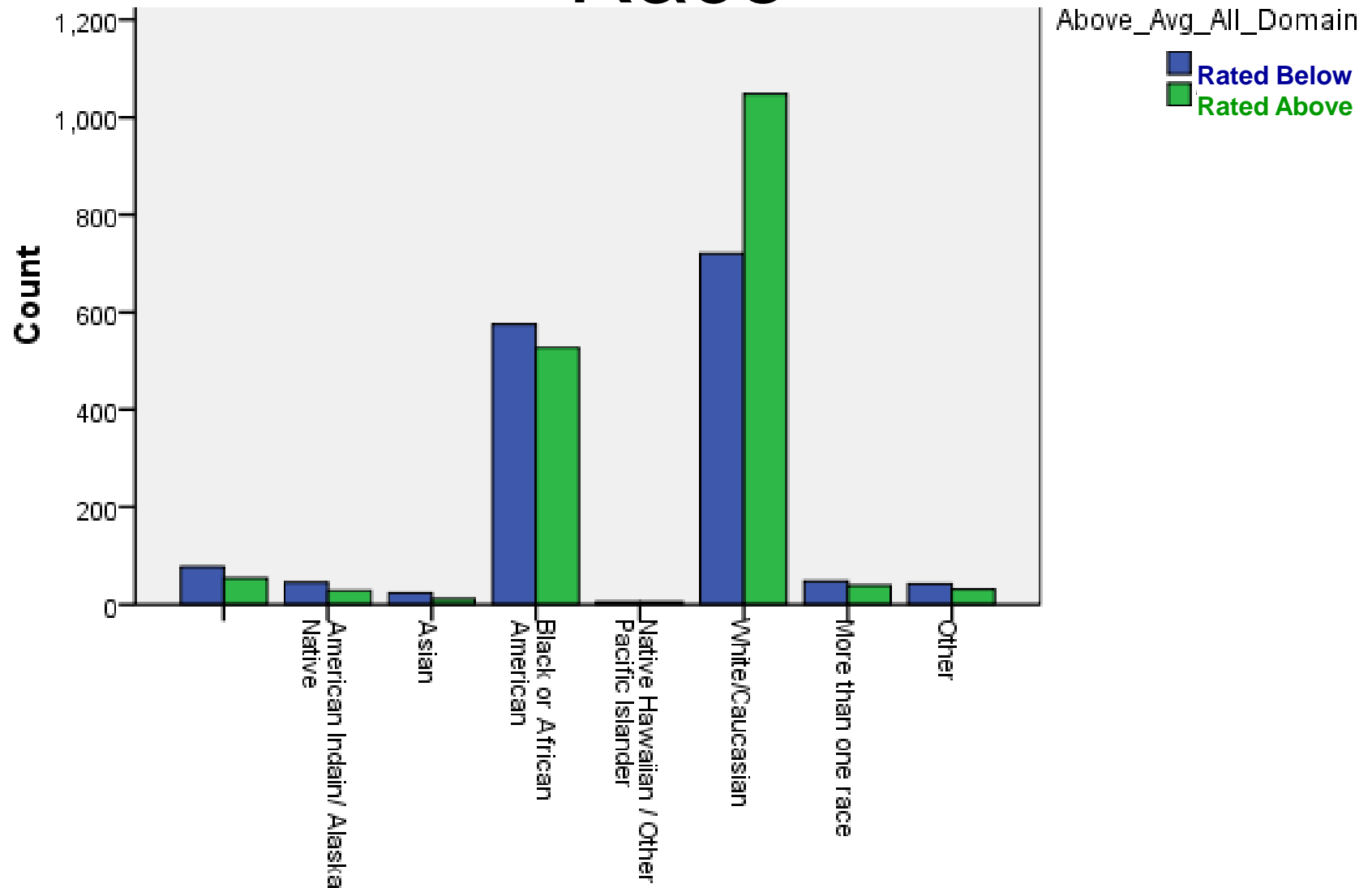
- Gender: Female 51% **Male 56%**
- Race: Black 48% **White 59%**
- Community: Urban 51% **Rural 59%**

Housing Type:	homeless	boarding home	residential facility	supervised apartment	own home
% Scoring Above Average	24%	34%	48%	52%	59%

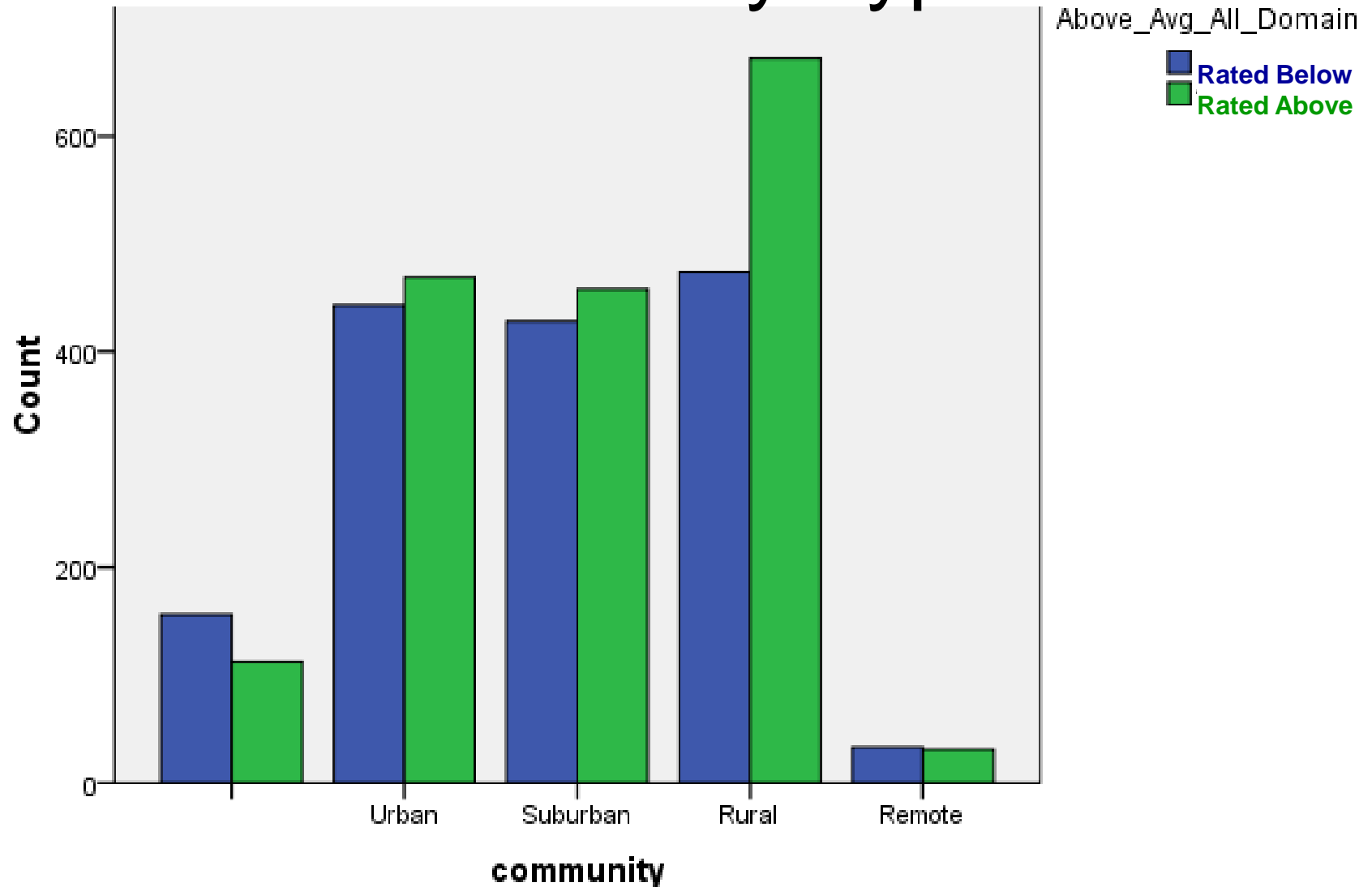
Above or Below Average by Gender



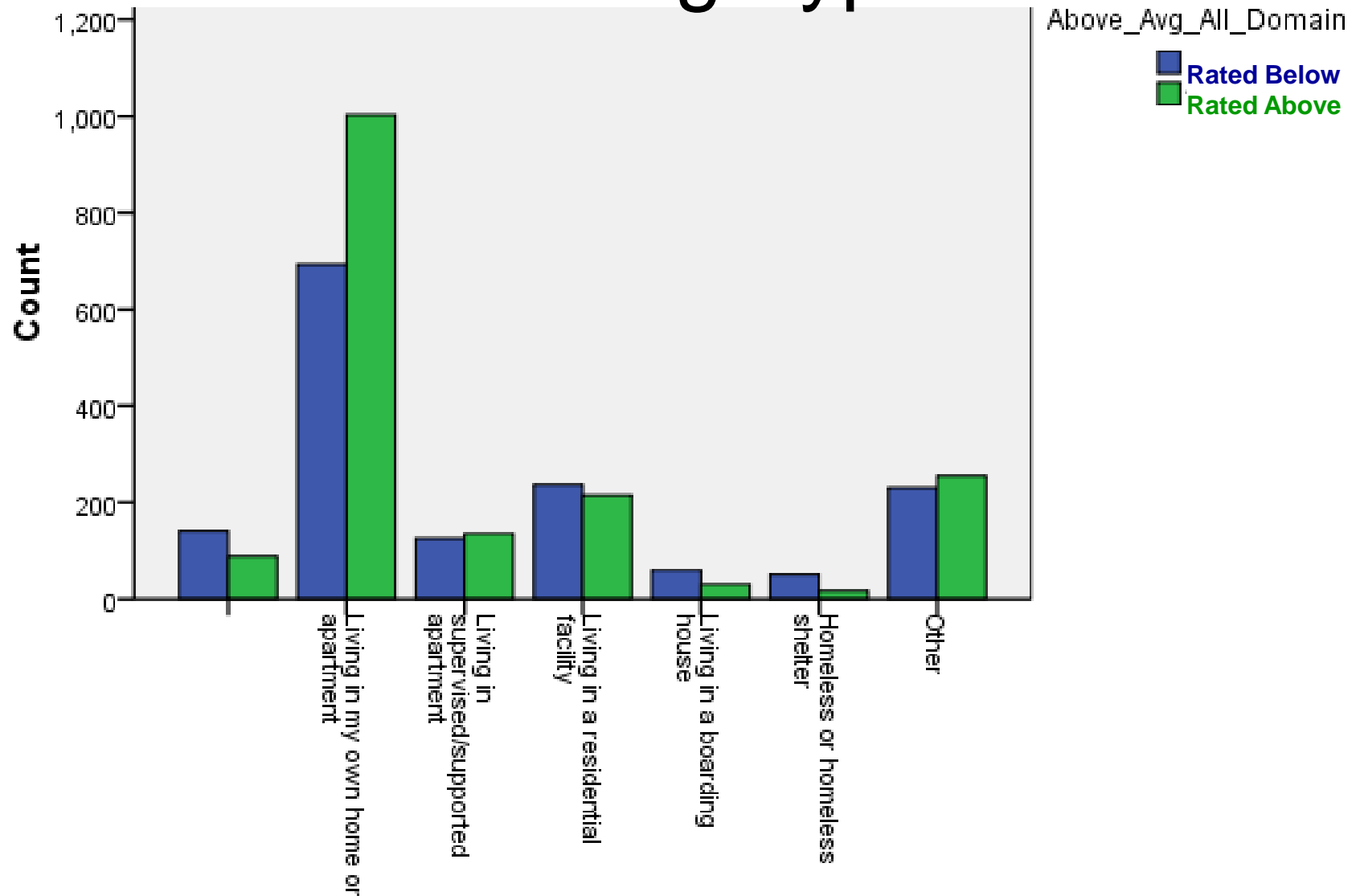
Above or Below Average by Race



Above or Below Average by Community Type



Above or Below Average by Housing Type



All Domains Average Score = 3.19

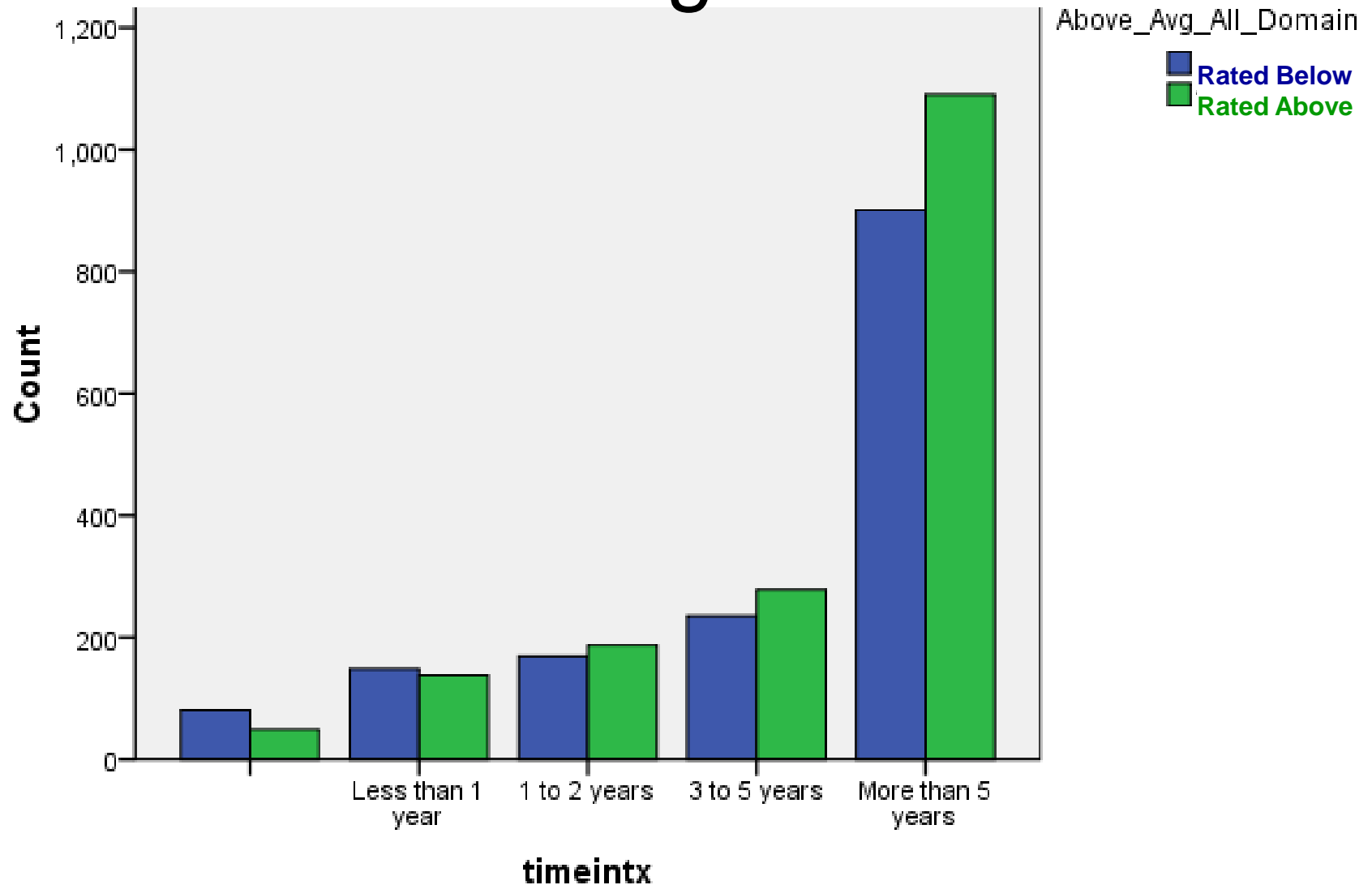
53% scored their CSB's recovery orientation above this average score (n=3,276)

% Scoring above average: significant differences by years in service and number of services

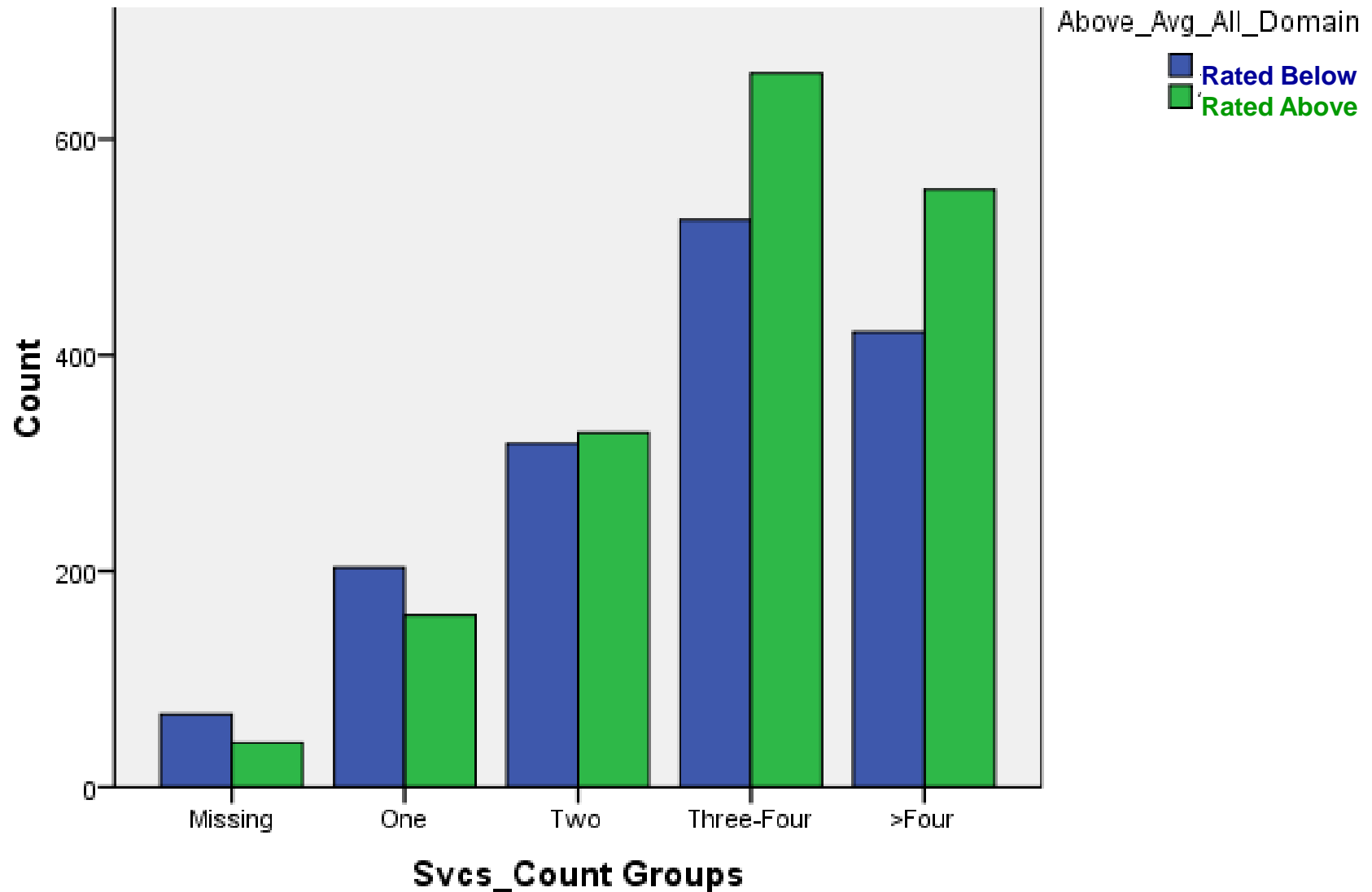
Years in CSB Services:	< 1	1 – 2	3 - 5	> 5
% Scoring Above Average	48%	52%	54%	55%

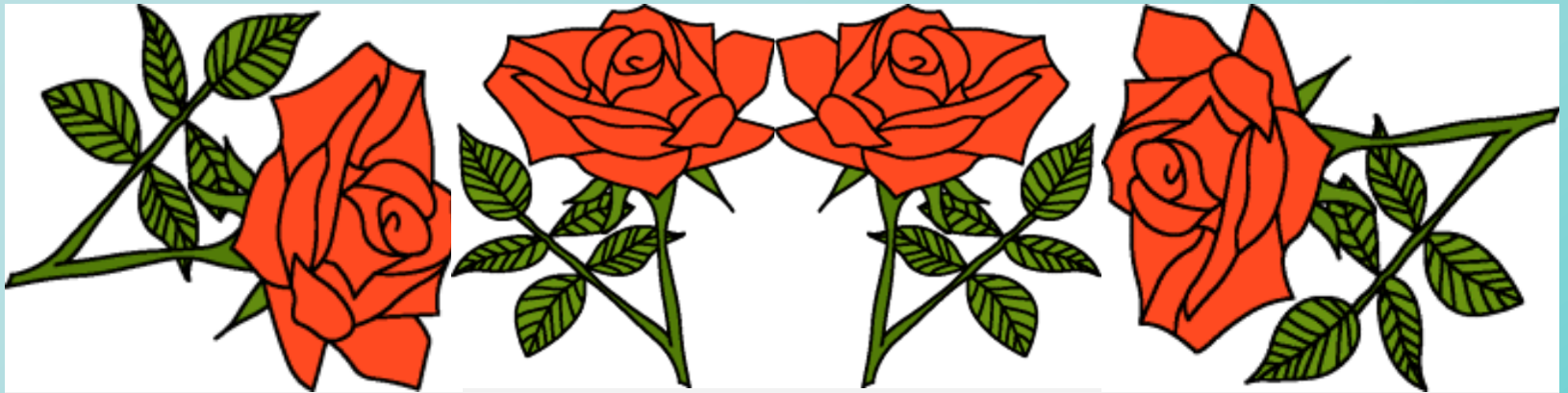
# Services Received:	1	2	3 - 4	> 4
% Scoring Above Average	44%	51%	56%	57%

Above or Below Average by Years Receiving CSB Services



Above or Below Average by Number of Services Received





Recovery Oriented System Indicators (ROSI) Survey

ROSI Score Comparisons

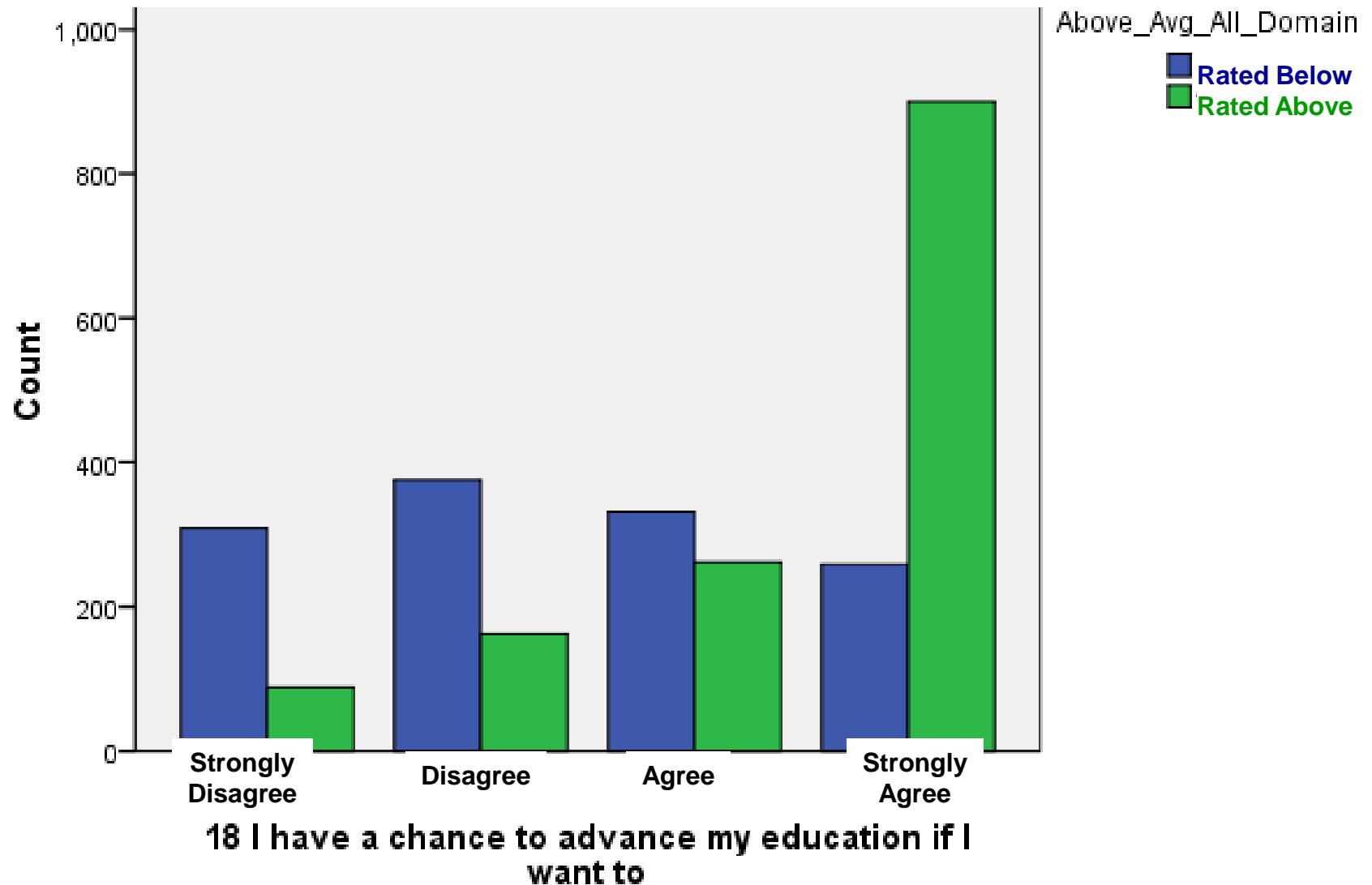
Which survey items showed the biggest difference between above and below overall average scores?

Which items make the most difference?

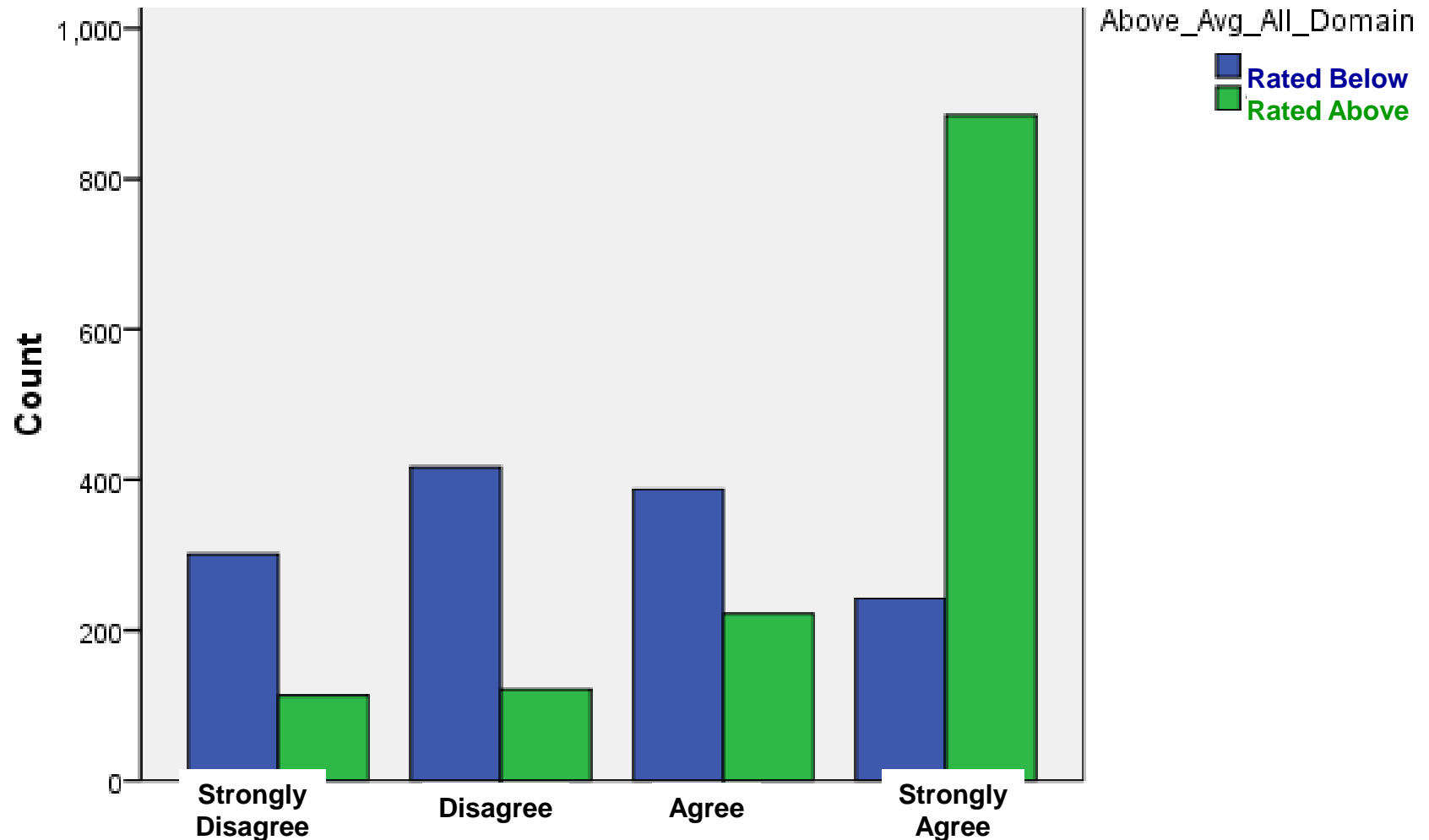
The largest differences between the percent of respondents who scored their CSB above average vs. those who scored their CSB below average

- **% Above - Below by Survey Item** (average scores)
 - 82% - 46%: Chance to **advance my education** (3.40 - 2.42)
 - 82% - 47%: **Peer Advocates** to turn to (3.43 - 2.42)
 - 93% - 60%: **A say in what happens** in crisis (3.72 – 2.76)
 - 80% - 49% **My family gets supports** to help me (3.35 - 2.43)

Above or Below Average by Chance to Advance Education

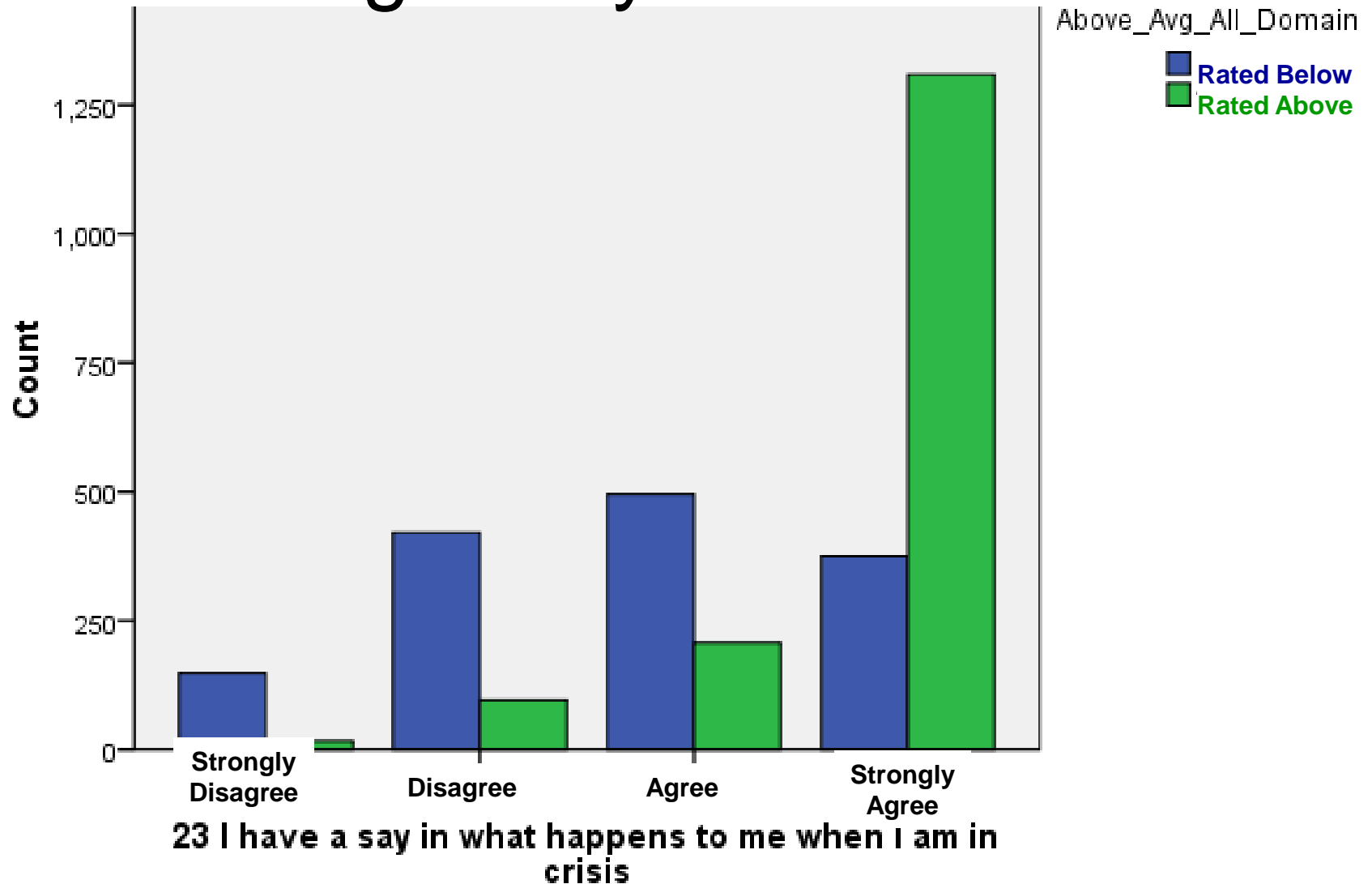


Above or Below Average by Peer Advocate

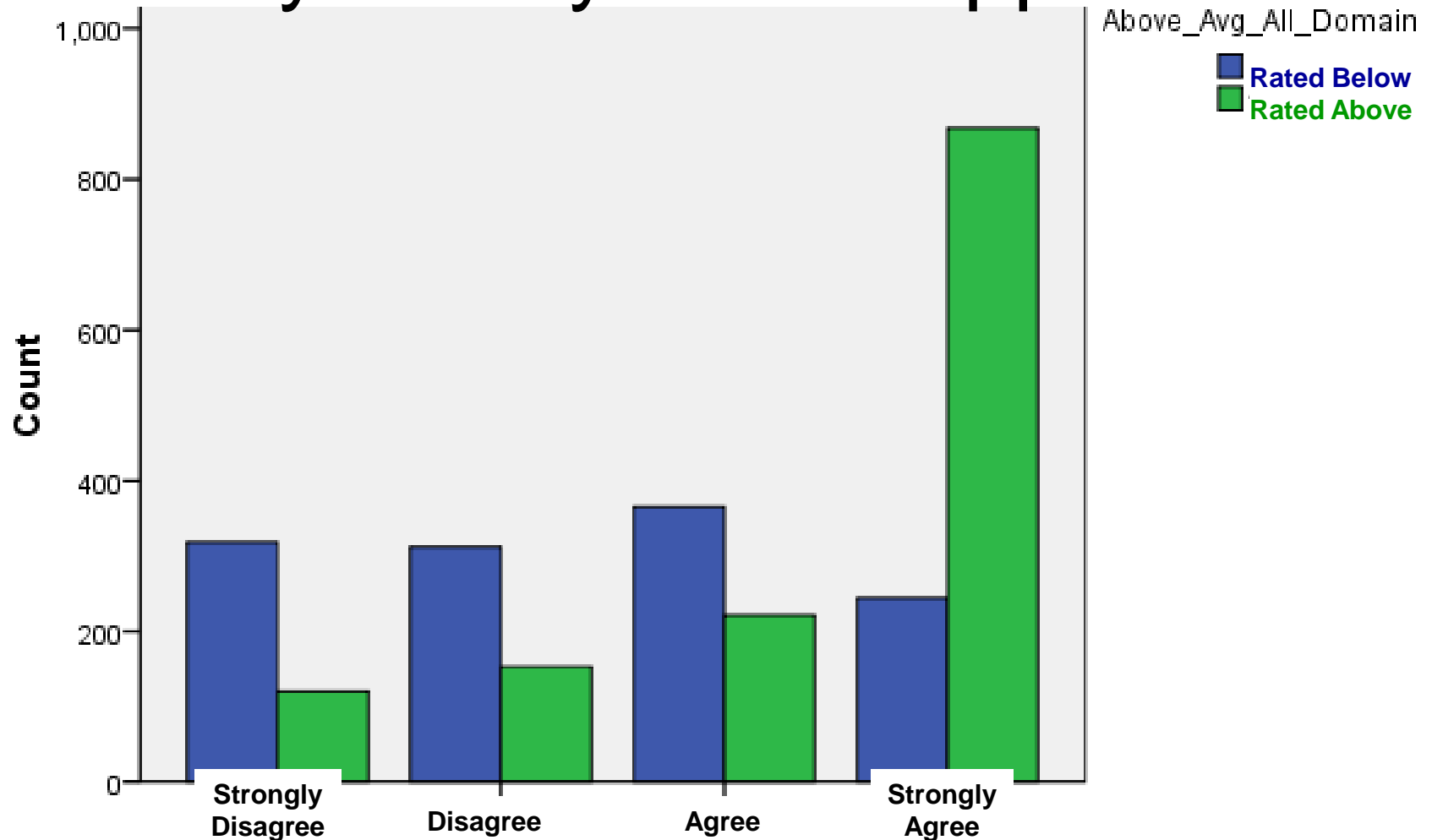


26 There was a consumer peer advocate to turn to when I needed one

Above or Below Average by Having a Say when in Crisis



Above or Below Average by My Family Gets Supports



41 My family gets the education or supports they
need to be helpful to me

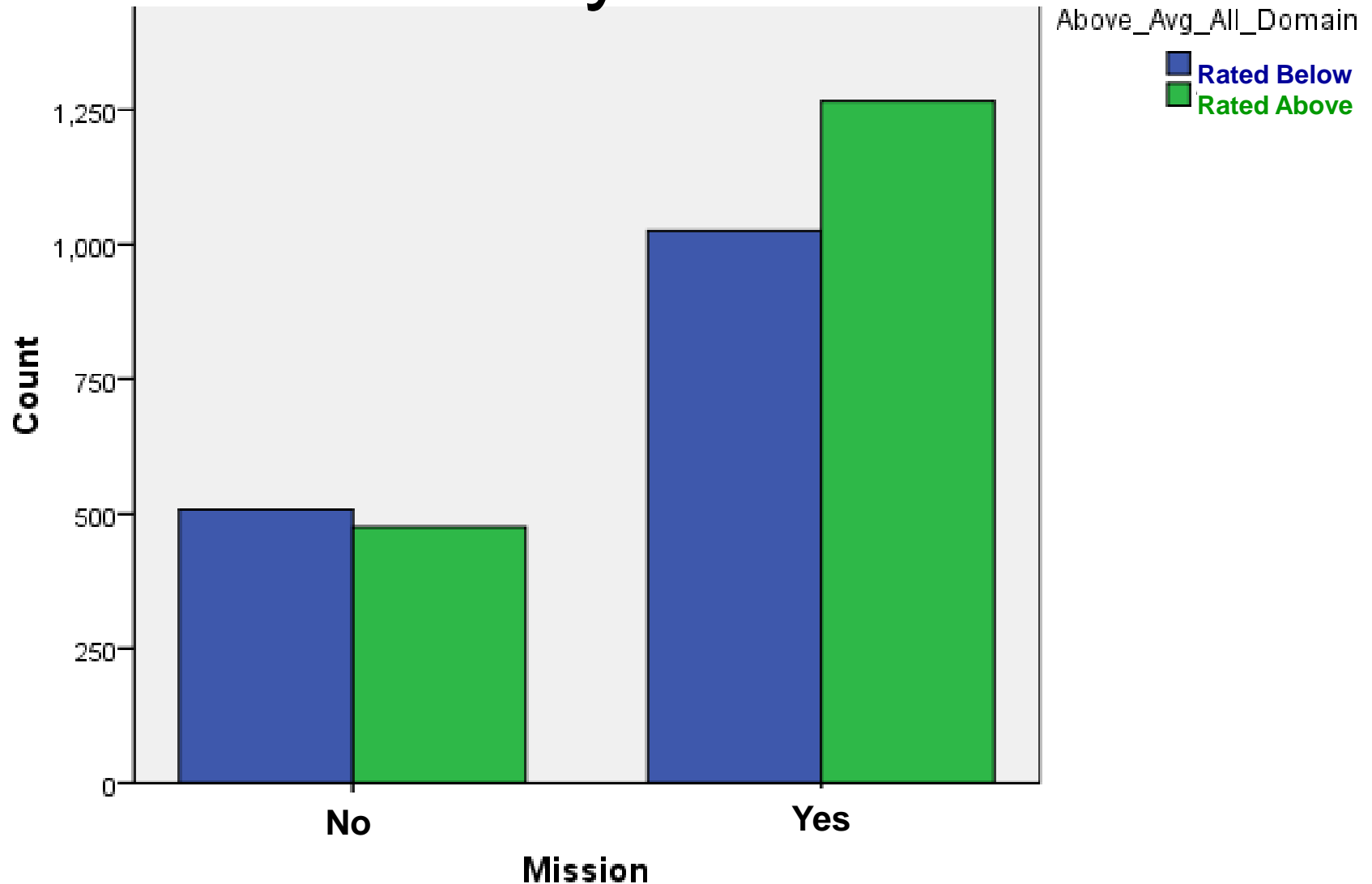
CSB Provider Survey

- Selected CSB responses in Provider Survey significantly tied to above average scores:
 - 70% of CSBs report having a recovery oriented mission statement
 - 72% have MH consumers on the CSB Board
 - 35% of CSB Boards have >10% MH consumers
- Do these make a difference in consumers' perception of the CSB's recovery orientation?

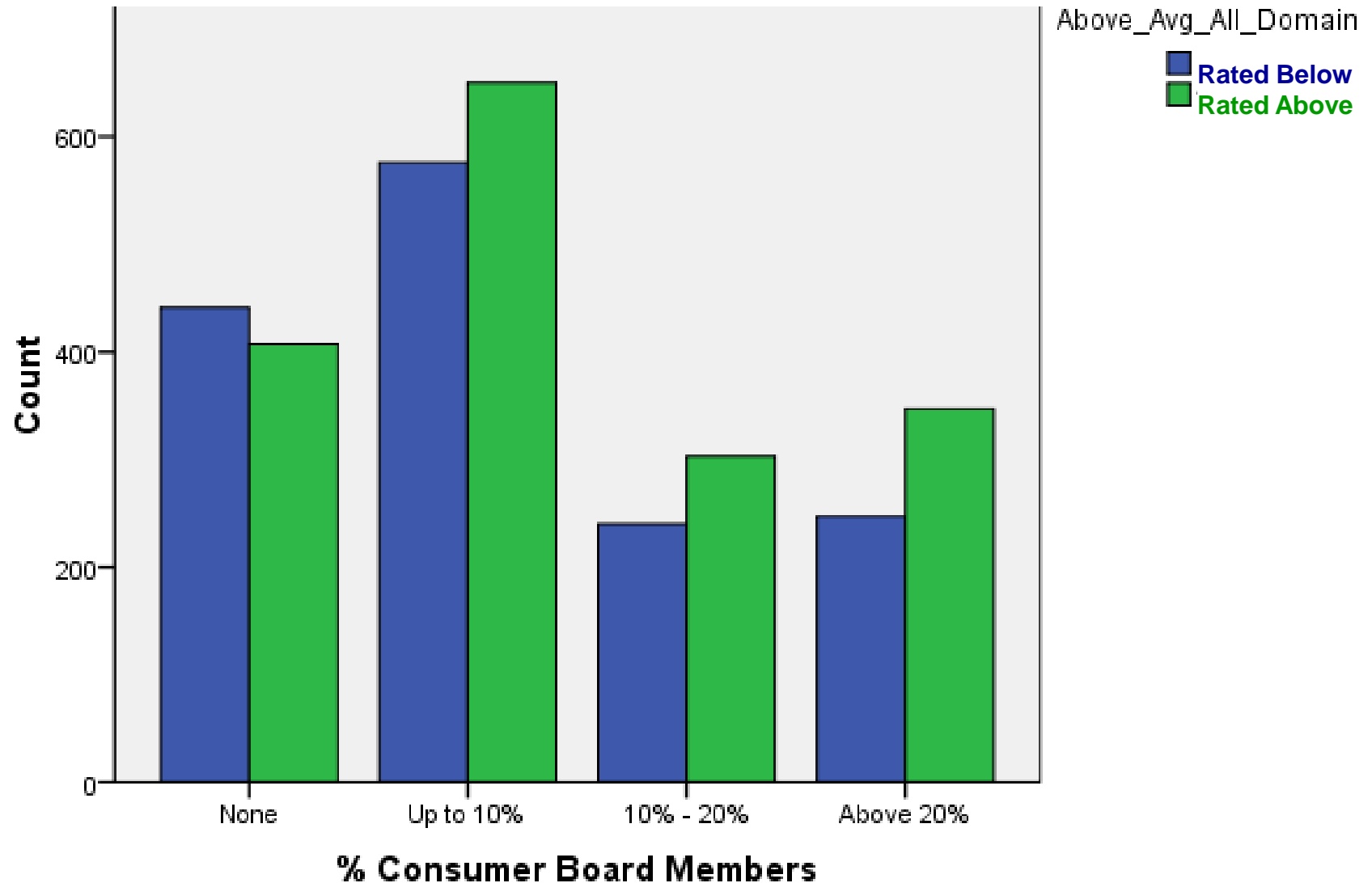
All Domains Average Score = 3.19

- **% Scoring above average – significant differences by mission and Board composition**
 - CSB has recovery-oriented mission statement
 - No = 48% Yes = 55%
 - Consumers as proportion of CSB Board Members
 - none = 48%,
 - one in ten = 53%,
 - one in five = 56%,
 - more = 58%

Above or Below Average by CSB's Recovery Mission Statement



Above or Below Average by Consumers on CSB Board



How FY 10 Survey Results Were Shared

- “Shared on the CSB website...”
- “Reported to the CSB Board...”
- “...reviewed in monthly Recovery Committee meetings”
- “...shared with members of the Clubhouse”
- “...provided topics for the program’s education and awareness groups to enhance areas that scored lower.”
- “...made available to the appropriate managers to utilize in their annual reports and program development process...”
- “...posted in all outpatient and day programming sites, and with program staff”

Actions Taken Based on Survey Results

- “Reevaluated utilization of the existing peer positions in order to increase the contacts with consumers.”
- “Redesigned the Consumer & Family Advisory Committee”
- “Made Peer Support more readily available”
- “Provided Peer Support Specialists training opportunities”
- “Formed a “Promoting Recovery” workgroup”
- “Initiated Advance Directives Peer Facilitation Project”
- “Continued survey with both staff and consumer interviewers”